

Event and Exhibition Operational Rules & Regulations 2026



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EVENT AND EXHIBITION OPERATIONAL RULES & REGULATIONS 2026

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INTRODUCTION

These Event and Exhibition Operational Rules & Regulations is a form an integral part of the venue usage agreement. In the event of any conflict between this document and any other materials, MITEC's decision shall be final and binding. MITEC reserves the right to amend, enforce, interpret, or impose additional requirements in the interest of safety, operations, or regulatory compliance without prior notice.

1. AISLES / CEILING HEIGHT

1.1 Aisles:

The minimum aisle space for trade exhibitions are 2.5 meters and consumer exhibitions are 3 meters. For trade shows that open up to the public (paid or otherwise) will also adhere to 3 meters aisle space.

Should any item or structure be placed or protruding to the designated aisle space, MITEC reserves the right to move or remove the said item without any liability for the loss or damage thereof.

1.2 Build-Up Height:

Note: To provide clearance of 0.5 meters from the ceiling for any structure build-ups.

1.2.1 The floor to maximum build-up heights at Exhibition Halls and Ballroom are:

| Hall / Level | Inside Hall | Foyer |
|--------------------------|-------------|---|
| Level 1 Hall 1 | 5.47 meters | 3.0 meters (against balustrade), 4.0 meters (against wall) |
| Level 1 Halls 2, 3 & 4 | 10.0 meters | 3.0 meters (against balustrade), 4.0 meters (against wall) |
| Level 2 Hall 5 | 7.00 meters | 3.0 meters (against balustrade), 4.0 meters (against wall) |
| Level 2 Halls 6, 7 & 8 | 7.70 meters | 3.0 meters (against balustrade), 4.0 meters (against wall) |
| Level 3 Ballroom 1 & 2 | 7.00 meters | Foyer Ballroom to Hall 9 3.0 meters (against balustrade), 4.0 meters (against wall) |
| Level 3 Halls 9, 10 & 11 | 13.0 meters | 3.0 meters (against balustrade), 4.0 meters (against wall) |

1.2.2 The floor to ceiling height at Meeting Rooms, Level 1A are:

| | Inside Hall | Foyer |
|--|-------------|------------|
| Meeting Rooms: @my1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 & 13 | 3.0 meters | 3.0 meters |
| Novel 1 & 2 | 2.5 meters | 3.0 meters |
| The Gallery | 3.5 meters | 3.0 meters |

1.3 It is recommended that stand designers view the exact location of their stands in the venue before designing, to take into consideration potential obstacles / limitations e.g., pillar, metal struts, air-conditioning pipes, fire hoses, columns and etc.

2. AUDIO VISUAL EQUIPMENT / TECHNICAL SERVICES

2.1 Demonstrations:

The Show Organizers and/or exhibitors are required to ensure all AV equipment used for marketing purposes are maintained at comfortable volume levels. Any audio system or electronic device that is deemed disruptive to the standard conduct of business of the exhibition or venue will not be tolerated and will be removed from site, which includes noisemakers such as whistles, vuvuzelas, horns etc.

2.2 Sound levels:

For exhibition, AV presentations must be muffled so that the noise does not interfere with any other booths or areas. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order to maintain a professional atmosphere.

Generally maximum sound level allowed is up to 90 DB in the Exhibition Halls & Ballroom. MITEC reserves the right to reduce the sound levels, restrict and/or switch off any AV displays deemed disruptive. Entertainment at foyer is not allowed without prior approval from MITEC.

2.3 Music & film copyrights:

The Show Organizers and/or exhibitors who wish to utilize audio and/or visual aids in the exhibition in relation to the sound tracks of videos and music must ensure that the use thereof will not infringe on the copyrights of others.

The Show Organizer and/or exhibitors shall contact the regulating authorities regarding the procedures for application of a "Copyright Music License" such as Music Authors Copyright Protection (MACP), Public Performance of Malaysia (PPM) License and Recording Performers Malaysia Berhad (RPM).

2.4 Projectors and Screens:

Viewing areas (seated/standing) should be designed to prevent people from causing congestion in aisles. If you have a large viewing screen, make sure it can be enclosed or draped for better viewing.

LED screen stack on the floor must use counter weight support. The support system placed on carpeted floor in Ballroom or Meeting Rooms must be protected with overlay. Method or support systems should be submitted to MITEC for safety review and approval.

2.5 Live Broadcasting:

Live broadcasting must seek prior approval from MITEC.

2.6 Outsource AV Suppliers:

All outsourced AV suppliers are only permitted to work under the supervision of accredited contractor and must fully comply with MITEC in-house rules and regulations.

2.7 All AV equipment and consoles must be properly arranged. For safety and aesthetics purposes, kindly use cable protectors to cover running cables. Running cables across any public access or doors are prohibited. For meeting rooms or smaller area, running cables can be taped neatly.

- 2.8 AV Console placed either on the floor or on stage must be covered neatly with black drapes.
- 2.9 All speakers or lightings on floor setup will require MITEC Safety Department review and approval on the locations and installation methods.
- 2.10 The Show Organizers and/or Official Contractors are required to submit floor plan with move in details including full crews list, vehicle plate numbers, person in charge contact and equipment list.

All AV equipment from outsourced vendors must be labelled with the company identification. Vendors are required to be on time for setup, installation, dismantling and move out as well as being responsible to supervise the workers during setup, show days and dismantling.

- 2.11 Access to AV Control rooms is allowed with MITEC approval and accompanied by MITEC AV personnel.

3. BANNERS & RIGGING FROM CEILING - INSIDE HALL

- 3.1 All riggings must comply with The Show Organizers' policies and venue compliance. MITEC holds exclusive truss and hoist rights for all events and exhibitions taking place in the venue.
- 3.2 Banners may be hung from the ceiling above the stands within the exhibition halls, where possible, on provision that no banners are obstructing any other exhibits or banners with consideration of the angle and line onsite.
- 3.3 All banners shall be printed double-sided and aluminum rods are to be placed through the top and base of the banner to stabilize it, with a minimum of 10m x 4mm steel wire and clamps to be supplied for hanging purposes.
NOTE: MITEC does not supply rods, wires or clamps and the production of banner.
- 3.4 Banners inside the halls are to be hung by certified contractors with prior approval from MITEC. Banner hanging details are to be submitted at least three (3) days before the exhibition build-up as any late submissions of rigging details for banners cannot be guaranteed and subject to late order surcharge.
- 3.5 Due to the ceiling height, a scissor lift will be required. The cost thereof will be the responsibility of the party requiring the hanging service. Only certified contractors with prior approval from MITEC are allowed to operate scissors lift for installation purposes.
- 3.6 Hanging of banners or displaying posters on any wall within the center, whether fixed or operable, are **not** permitted. The Show Organizers and/or exhibitors disregarding this rule will be instructed to remove the posters / banners immediately. Any damage resulting from such installations will be charged accordingly.

- 3.7 Requests and Order Forms must be submitted 4 weeks prior to the event or exhibition date to check on the availability.
- 3.8 MITEC reserves the right to decline the hanging of any banner which are deemed unsafe / not in proper condition and that a relocation charge will be imposed for any changes in the location of a banner after it has been hung.
- 3.9 The Show Organizers and/or exhibitors are responsible for verifying with MITEC that their item/s can be rigged with final approval received. To facilitate this process, available blueprints, diagrams, technical drawings and PE endorsements should be included.
- 3.10 The assembly and attachment of any banners or structures to the truss are to be carried out by Official Contractors and must be completed prior to the commencement of rigging. MITEC's scope of work is limited to the handling of hoists and trusses for rigging purposes only.
- 3.11 Weight is limited to 500 kgs per square (m²) meter per hanging point on mother truss. The Show Organizers are required to submit Rigging plot & Weight load calculation to MITEC Safety and Audio-Visual Department for review & approval.
- 3.12 Safety chain required to lock the lighting, barn door and speakers structure support must be a minimum of 8mm.
- 3.13 All hanging structure plans and details including the type of chains, shackles, clamps and span sets must be submitted to MITEC Safety and Audio-Visual Department for review & approval.
- 3.14 All parts and components such as enclosures, metal pieces and screws must be free from any deformation, crack and corrosion.
- 3.15 Rigging structures connected with structures on floor are strictly prohibited.
- 3.16 HIRARC of all riggings and hangings from hang points in MITEC must be submitted & conform to all national and local safety codes and is subject to mandatory approval by MITEC Safety and Audio-Visual Department for review & approval.
- 3.17 All over-head riggings or hanging of equipment may only be performed by personnel who have been certified in all safe hanging procedures. This includes the use of OSHA certified personal fall arrest systems as well as the safe use and operation of overhead rigging, powered work platforms and man-lifts for overhead work.
- 3.18 Dates of installation and removal may vary depending on the quantity of orders received during build-up / teardown periods.
- 3.19 Scissor lift operator shall submit valid Certification & License in order to operate or drive the scissor lift in MITEC.
- 3.20 Scissor lift is available for rent at reasonable price; excludes manpower / operator charges.

- 3.21 All suspended load, ie hanging LEDs and speakers must not be above any seating areas. MITEC reserves the right to remove / relocate the structure/s that are not in compliance.

4. PUBLIC/ COMMON AREA

- 4.1 MITEC non-build areas are 5m from the glass door / emergency exit indicated for foyer. Walkway clearance of 5m is required should there be any structure/ exhibits displayed at the foyer.
- 4.2 Visible public notice of overhead work being installed in common areas, such as cautionary signage, barricades, orange traffic cones or similar systems must be in place before overhead work may begin.
- 4.3 Installation or construction works to be performed at common areas are only permitted after 1800 hour including the usage of scissor/ spider lift or alternative time will be allocated at MITEC Safety discretion accordingly should there be concurrent event and logistics movement in the building.
- 4.4 Industrial trolley is not allowed at common area such as Lobby, North and South foyer. However, wagon type trollies are permitted.
- 4.5 During move-in and move-out period, industrial trollies are allowed at hall foyer with floor protection.
- 4.6 For consumer shows, restocking activities should be scheduled before the hall open or any usage of trollies during show hours must be with the supervision of MITEC Security personnel. Industrial trollies are not allowed. Entry / Exit via Loading Bay only.
- 4.7 During the build-up period, contractors may carry out work only within the contracted public area and are not permitted to use any other public areas during the allocated time given.
- 4.8 Strictly no removal / relocation of MITEC tenancy vendors such as ATM Machine / Vending Machines of any forms / MITEC Fixtures / Furnitures.
- 4.9 Contractors are responsible to cordon and place floor covering or mat on the walkway during build up at foyer and common area.
- 4.10 For any Sound System requirement or setup at Foyer, contractors must obtain prior approval from MITEC Safety Department.
- 4.11 The installation of backdrop structures (backdrop, signage, arch, beach flags) within the North & South Entrance drop-off lobby is strictly prohibited. However, 3D brand/logo structures may be permitted subject to safety review and prior approval. A complete submission on 3D visuals, drawing, locations, counter weight and quantity must be submitted.
- 4.12 Any structure setups in common areas must submit floor plans and drawings of the structure for MITEC Safety Department review & approval

- 4.13 Height of any structures at the common area is maximum 10ft (3m) near the balustrades and any structure setup will need underlay to prevent damage to the floor / carpet. The top and the back of foyer structures must be covered to maintain aesthetic appearance.
- 4.14 Strictly no distribution of flyers, brochures or promotional materials, food & beverage samples to the public or guests at public & common area. Promotional activities such as sales of services, product and food & beverage at public & common areas / foyer strictly not allowed.

5. BEHAVIOUR / DAMAGE / CARE OF BUILDING

The Show Organizers are responsible for ensuring all exhibitors and contractors must adhere to the MITEC rules and regulations as laid-out.

- 5.1 The Organizers and/or Exhibitors must undertake personal responsibility for the behavior of any person/s presented as staffs, suppliers, sub-contractors and/or service providers in their employment whilst on MITEC premises.
- 5.2 The Organizers and/or Exhibitors must ensure that no unacceptable behaviors such as the consumption of excessive alcohol, playing of loud music or the use of abusive language occurs by any such persons employed whilst on the premises of the MITEC.
- 5.3 With regards to build-up and teardown, all areas within the venue are to be treated with respect where no part of the facilities will be abused, damaged or left in an unacceptable state post event.
- 5.4 Contractors and Exhibitors are to ensure that their stand/s and surrounding areas are kept in a reasonable state where equipment and debris from the building or dismantling process are removed at all areas.
- 5.5 Additional cleaning charges will be applied to contracted parties in the following instances:
 - 5.5.1 Removal of paints, grease, oil, stubborn tapes and/or stains
 - 5.5.2 Disposal and/or cleaning of waste generated by exhibitors due to booth activities.
 - 5.5.3 Removal of all accumulated rubbish and/or exhibits that are left at the loading bay.

Waste Removal is charged on a per skip basis and this includes the use of bulk bins as well as the subsequent disposal and recycling waste.

Any Contractors or Exhibitors seen to be disregarding this rule will be fined accordingly (amount will be based on the cost of the services rendered to clear the areas).

- 5.6 The Show Organizers, Contractors or Exhibitors are responsible for the cost of making good or replacing any damages to the exhibition premises, whether caused by themselves, their agents, sub-contractors or by any person/s employed or engaged on their behalf. Damages on the walls, carpets and/ or any structure on the venue property will be charged with the replacement value of such items.
- 5.7 Strictly No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building, including all Registration Counters & its façade. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nails, hooks or other devices are to be driven into any part of the building.
- 5.8 Major work construction – wood cutting, painting and angle-grinding are not permitted anywhere within the venue or enclosed loading dock area. If any of the above works are required on site, a designated area will be allocated at the external loading bay and plastic / cardboard / wood panels must be used to cover the surface of the work area. Sand paper and painting works in open air-conditioned area and common area are not permitted. Request of work is subject to approval by management.
- All major constructions and painting works must be completed off-site. Last minute touch-ups can be done within demarcated areas in the (external) loading bay areas at the MITEC and or designated areas as deemed by the venue. Minor fabrications and light handyworks are allowed with the usage of minor hand tools.
- 5.9 Only aluminum / steel ladders with deflection test done are permitted during booth work constructions. (Except electrical works)
- 5.10 Only water-based paints are allowed on site. Paint spraying equipment are strictly prohibited. Fabrics and materials treated with fire resistant solutions should not be painted over with water-based paints.
- 5.11 Washing of paint brushes within the venue toilet facilities are strictly prohibited; any exhibitors or contractors found disregarding this rule will be asked to vacate the premises immediately and penalty will be imposed on Official Contractor. A designated area is available inside janitor room near the loading bay.
- 5.12 Any constructions required at the permanent carpeted floors must have adequate protection through-out the build-up and dismantling process.
- 5.13 Carpets, mattings, stickers, tapes, other textile floor coverings and under-lays shall be secured and maintained so that it will not cause a hazard. Fixing of floor coverings may only be done with industry standard tape. Other forms of fixing such as cable clips, nails or bolts are strictly prohibited.
- The contractors or exhibitors will incur a charge for any tape not removed by the end of their tenancy period or if there are damages caused to the hall floor. Any damages resulting from a failure to comply with the rules above including the cleaning costs incurred will be invoiced.

- 5.14 MITEC only permits vinyl and PVC type of stickers with regular glue to be installed directly on the floor for signages and direction purposes. Any damages caused by the removal of stickers will be charged back to the responsible party. Any damages resulting from a failure to comply with the rules above including the cleaning costs incurred will be invoiced to The Show Organizer/s of the show.
- 5.16 All damage committed by third parties, whether noticed by MITEC staffs or the general public must be reported to the Security Team, who will complete an incident report detailing who has caused the incident, the damage done, the names of any witnesses and any other information pertinent to the situation.
- 5.17 No recreational or utility vehicles such as Segway, Hoverboard, Scooter and Roller Blades are allowed within the premise.
- 5.18 For Food & Beverage events or exhibitions that has live cooking / cooking competitions, its Organizers' responsibility to provide necessary and suitable containers to store used oils. MITEC will not provide these onsite.

6. CARPETS / FLOOR COVERINGS

- 6.1 All MITEC Exhibition Halls excluding Hall 5 are not carpeted unless specified in the client contract at an additional cost.
- 6.2 The client may directly engage an external service provider to supply and install the carpet or MITEC can recommend preferred suppliers upon request.
- 6.3 Should there be any damages to MITEC carpets, the full replacement cost and labor will be charged.
- 6.4 Floors and platforms made of natural timber must be a minimum thickness of 25mm and chipboard or Melamine must not be less than 18mm.
- 6.5 Any corners must be rounded off or covered with plastic guards or preferably have beveled edges to ensure safety risks related to sharp stand corners are minimized while maintaining professional standards.
- 6.6 Drugget (protective covering type of material), linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking.

7. CATERING – FOOD AND BEVERAGES / LABOURS

- 7.1 MITEC is a Halal and comply to ISO Safety Food Handling certified venue. MITEC has exclusive catering rights for all events taking place in the venue. External caterers are strictly **NOT** permitted.

If the Show Organizer with to bring in a sponsored beverage, a prior approval from MITEC is required. A Corkage fees will apply and must be paid before delivery.

MITEC reserves the right to confiscate any food and beverages delivered without approval or corkage payment and may be held by MITEC until requirements are met. Consumption of outside food and beverages is strictly prohibited within the building.

7.2 The Show Organizers or Exhibitors whose products portfolio include a showcase of F&B and wishing to offer samples or sales should seek MITEC approval. A standard corkage fee may apply and should be settled before food arrive on-site to ensure smooth operations. MITEC reserves the right to remove or restrict entry of products that do not comply with the guidelines

7.3 Any exhibitors providing food & beverage samples to visitors are required to fill in the Food Sampling Permit and Food Indemnity Form and submit to MITEC Event Services Personnel. All food samples must be limited to *bite size portions (85g - 20mm x 20mm x 20mm on a toothpick)* and beverages limited to *20ml cup*.

Please request the Food Sampling Permit and Food Indemnity Form from MITEC Event Services Personnel.

7.4 Corkage Charges:

- a) Sample (bite size): To submit Food Sampling Permit & Indemnity Form
- b) Free Giveaway (non-sample size): To submit Halal Certification, Typhoid Vaccine certification & Food Indemnity form and pay a one-time corkage fee of RM500.00++.
- c) Selling of Food and Beverage: To submit Halal Certification, Typhoid Vaccine certification & Food Indemnity form and pay a daily corkage fee of RM500.00++ per day for each day of sale.

7.5 All orders placed with MITEC for food and/or beverages must be paid by cash and/or credit card upon confirmation of order. Should payment not be made within the specified time, no products will be delivered until such time that the payment is made and proof of payment is provided.

7.6 Late orders requested on the day of the event cannot be guaranteed and specific delivery times cannot be confirmed. Should the order be confirmed, the order is subject to 100% surcharge fee of published price.

7.7 Service Staff:

Service Staff (Bar persons & Waiters) are available for hire via MITEC - kindly refer to the relevant order forms and costs thereof in MITEC Exhibitor Order Portal.

All beverage orders including alcohol beverages has to be made fourteen (14) working days prior to the events. Any last-minute orders, there will be a surcharge imposed and only available in-house beverage will be provided.

7.8 Alcoholic beverages are only permitted to be served inside enclosed area and are **NOT** permitted to be served in the common / foyer areas.

8. ELECTRICAL CONNECTIONS / TRANSFORMERS

8.1 All main power installations from source to outlet must only be carried out by an accredited electrician who has the authority to issue a Certificate of Compliance on completion of the electrical installation.

Single Line Drawing with endorsement submission required for all electrical distribution

box (DB) in Exhibition Halls, Ballroom, The Gallery and all the Meeting rooms. Single Line Drawing for exhibition halls has to be drawn on trench line floorplan.

All halls setup with exhibition booths required Single Line Drawing submission. Single Line Drawing must be submitted for electrical DB in any single space or room with requirement 32amp and above.

Electrical DB with requirement below 32amp may be waived from submitting Single Line Drawings, subject to approval from MITEC Safety Department.

- 8.2 MITEC's service connections are situated inside floor trench / service lanes and must remain accessible at-all times to accommodate emergencies (tripping etc.). Stand Builders are required to cut out a trap door for access to the under floor pits that are covered by floor boards.
- 8.3 All 13-ampere (13A) electrical plug points located within the foyer areas shall be fitted with certified Earth Leakage Circuit Breakers (ELCB) and are strictly limited to light-duty usage only. The tapping, drawing, extension, modification, or unauthorized connection of electrical power from any plug points located within all exhibition halls and ballrooms is strictly prohibited.

Any non-compliance shall entitle the Venue Management to immediately disconnect the electrical supply without prior notice and may result in penalties, suspension of operations, removal of equipment, and/or recovery of any costs, damages, or liabilities arising therefrom.

The Venue Management shall not be held liable for any loss, damage, injury, or interruption arising from unauthorised electrical usage or enforcement actions taken under this clause.

- 8.4 All purpose-built stand shell schemes/equipment are to be undertaken by a registered wireman only and must comply with the Occupational Safety & Health Act (OSHA) i.e., Certificate of Compliance to be presented to the MITEC Safety Department.
- 8.5 It is the responsibility of the Official Contractor to inform their Organizer and Exhibitors that only SIRIM approved multi-socket or multi-extender plugs or cable tie may be utilized.
- 8.6 No joints to trailing cable will be permitted.
- 8.7 Multiple wiring will not be permitted to terminate at a single 13amp plug top (MY 3pin plug).
- 8.8 Lighting is to be looped from fitting to fitting with all terminations being secured and concealed. Light with bulb (Spot beam) must not be tested near carpet / curtain area.
- 8.9 Stands constructed of a conductive material will be required to be double earthed to the Venue's earthing system.

- 8.10 Overloaded usage may cause the incoming power supply to trip. Severe trips may take hours to rectify, causing inconvenience to all exhibitors.
- 8.11 Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
- 8.12 No electrical installation and/or fitting may be suspended from the ceiling of the exhibition hall or fixed to any part of the building structure without the prior approval of MITEC Management and if permitted, a fee will be levied. (Subject to work scope)
- 8.13 Neon Lighting – this lighting may not be installed without prior arrangements and written authorization from the MITEC Safety Department and all neon lights are required to have a ‘Fireman’s switch’.
- 8.14 Fluorescent fittings – must be earthed.
- 8.15 All electrical fittings and equipment must be Venue approved e.g., transformers, distribution boards, plugs etc.
- 8.16 Electrical plan must be submitted to MITEC for approval. Electrical connection orders must be placed early to facilitate the electrical plan submission. Late and/or wrong orders may cause delays in the supply to the stand. Please note that the physical conditions of the exhibition, being different from those of the exhibitor’s premises may affect the electrical supplies and installations and thus allowances must be factored into the orders made.
- 8.17 The venue reserves the right to reject any installations and/or items of equipment deemed to be unsafe and failing to comply with the statutory gazette requirements.
- 8.18 Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Cables need to be covered with carpet and highlighted with high visibility or yellow/ black hazard tape.

9. STAND BUILDERS /CONTRACTORS /EXHIBITS AND DISPLAYS

(Note: Failure to comply may result in refusal of permission to erect the stand).

- 9.1 Covered Stands:
Covered stands are not permitted unless detailed drawings are submitted to MITEC Safety for review along with a Certificate of Approval given from the Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia) and HIRAC Form.

A copy of the above is to be provided (30) days prior to the event for MITEC Safety Department assessment. Final submission no less than (14) days before move-in date.
Space only / Custom Built Stands:

- 9.1.1 All exhibitors & contractors will be responsible for providing floor covering (e.g., carpet, wood) for their contracted booth space and exhibit materials may not project beyond lease line.

- 9.1.2 All Space only/Custom Built stand builders are required to submit a detailed plan/drawing of the proposed stand (orientation view, incorporating front, side and top elevations including superimposed visual on floor layout), to MITEC Safety Department for review & approval at least thirty (30) days prior to build-up day.
- 9.1.3 Stand Builders are also required to submit details of materials - Please refer Stand Design Checks Form and HIRAC form.
- 9.1.4 Minor painting in the carpeted room must have full underlay and materials are to be handled with care upon clearance from Safety Department. Should there be any damage or paint spillage, contractors will be charged accordingly.
- 9.1.5 Hot works, electrical sawing, cutting & grinding are strictly not permitted in any meeting rooms, ballroom, Novel, The Gallery or halls. Contractors may request for clearance and approval on a designated area should they require such works.
- 9.1.6 All stands are required to have corner guards or round edges.
- 9.1.7 A detailed floor plan of the proposed exhibition layout drafted on a 1m x 1m grid indicating diameters across the plan is to be submitted to MITEC prior to the space being sold.
- 9.1.8 Custom built stands above FIVE (5) meters in height need to be certified by either a structural engineer or the stand builder as well as MITEC Department.
- 9.1.9 Booth construction height limits in all spaces are as below;
- i) Novel and all other Meeting Rooms are limited to 2.5 meter.
 - ii) Booth construction height in Hall 1, Ballroom and Gallery are limited to 3 meters.
 - iii) Booth at all common and public area are limited to 3 meters near the balustrades & 4 meters against the walls and any structure setup must have underlay to prevent damage to the floor / carpet.

9.2 Non-Build Area:

- 9.2.1 To observe a 3-meter clearance is required across the full width of the Exhibition Halls loading bay roller shutter, 5-meters from Exhibition Halls entrance and foyer glass and emergency exit/doors. For Ballroom and Meeting Rooms, it is subject to MITEC Safety Department approval.
- 9.2.2 Aisles adjacent to any booths or stage used for demonstrations or performances must remain clear of obstruction at all times. Additional space for an audience, where applicable, must be planned into the floor layout, as people are not permitted to congregate in the aisles.
- 9.2.3 A 1-meter clearance from fire hose and a proper signage display is required should it be blocked.

9.3 Final Floor Plan:

- 9.3.1 Final floor plan must be approved by Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia) and submitted to MITEC Safety Department for final approval no later than fourteen (14) days prior to move-in day. Any changes made after the final approval needs to be communicated accordingly to MITEC Safety Department prior to build-up (this also pertains to changes made on site during build-up).
- 9.3.2 All aisle spaces shall be measured strictly from stand edge to stand edge as per the approved floor plan. Any deviation resulting in a reduced aisle width, whether intentional or otherwise, shall constitute a breach of the approved layout. In such event, MITEC shall be entitled to impose penalties, require immediate rectification at the Exhibitor's or Contractor's cost, and forfeit the Performance Bond in full or in part.
- 9.3.3 Minimum set back of 0.5 meter is required between the wall and the back of the booth to avoid any wall damages cause during build up or teardown. Painted yellow lines in halls to indicate the non-build area from the wall.
- 9.3.4 All exits, fire hose connections, extinguishers, hose reel cabinets, standpipes, stairs and first aid stations must be marked on floor plans and remain visible and accessible at all times.
- 9.3.5 All aisles and booth dimensions, including booth numbers, names, feature areas including platforms & stages, temporary structures service areas and displays signages are clearly indicated in the layout.
- 9.3.6 Exits from seating areas, seminar rooms, theaters, hospitality & catering areas, temporary kitchens and etc. must not encroach into dedicated aisles or exit routes.
- 9.3.7 All temporary blocking or placement of features requires MITEC Safety Department review and approval.

The Show Organizers and/or Official Contractors will be responsible to replace temporary illuminated exit signs should any of the building sign be blocked or covered by any features build. These must comply with the regulations for exit signs.

9.4 Furniture/ Equipment:

- 9.4.1 Stages and furniture are prioritized for Ballroom & Level 1A events only. Organizers and/or Official Contractors of exhibitions must check availability with MITEC on the above.

Should you require furniture that the venue cannot supply, a list of accredited suppliers will be given accordingly.

9.5 High Structured Stands:

9.5.1 Stand builders of multiple tier stands are required to submit detailed plans of the proposed stand/s (incorporating front, side and top elevations) and HIRAC form to MITEC for authorization thirty (30) days prior to the event to comply with legal / Safety/ fire & building regulations.

On completion of the stand/s, a certified Structural Engineer is required to perform onsite inspection in the presence of MITEC Safety Department and issue a PE Endorsement for the structure.

9.5.2 A fire extinguisher must be available on the stand and may only be discharged by a trained individual. An electronic smoke detector to be installed in an enclosed area i.e., roof structure. These need to be audible via either electrics or batteries.

9.5.3 Hand rails to be on stairs and decking – no less than 1 meter in height. Anti-skid grips are required on each step leading up to the next level.

9.5.4 Maximum weight capacity to be displayed on platforms. Maximum user / pax to be displayed at the bottom of staircases.

9.5.5 A rigging certificate is required for any suspended loads.

9.5.6 Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.

9.6 Lights:

9.6.1 No spotlights, drop lights or other special lighting devices may be directed toward the aisles. Every fitting must be installed within booth area.

No strobe light effects are permitted. Only LED lights may be used as up lights due to heat transmission.

9.6.2 Stand builders installing their own lightings and electrics will be required to hand a Certificate of Compliance to the Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia) & MITEC Safety Department once the stand has been completed.

9.6.3 All lightings must be at least 2.2 meters above floor level or protected in an approved way to prevent accidental burning.

9.6.4 The Show Organizers are to ensure that all the back lanes and emergency areas are lighted.

9.7 Scaffolding & Layher:

9.7.1 All scaffoldings or temporary settings / layhers of 5 meter and above must be erected by a licensed person in accordance with the manufacturer's instructions and certified by structural engineer in writing with a hand-over certificate must be

completed together with the HIRAC form.

A copy of structural engineer's certifications and hand-over certificates must be provided to MITEC's Safety Department at least 2 weeks prior to move-in day. Scaffolding that is above 2 meters height must be inspected by certified scaffolder registered with DOSH and scaffold tagging (Green Tag) must be display on the structure itself.

9.7.2 Scaffold type platforms and stages over 0.6m in height require structural calculations and drawings.

9.7.3 Contractors working at height on the scaffolding must be equipped with proper PPE (Personal Protective Equipment)

9.8 Presentations and/or Demonstrations of Exhibits/Products:

Any exhibitors intending to present and/or display equipment / exhibit products at their stand must comply to the following guidelines and subject to HIRARC form submission:

9.8.1 Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.

9.8.2 Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to any persons.

9.8.3 Adequately guard all moving parts of machinery to prevent injury to any person.

9.8.4 Isolate starting devices to prevent operation by any visitor or other unauthorized person.

9.8.5 Ensure toxic fumes, exhausts and/or other irritants caused by the exhibits / products are not released into the exhibition hall.

9.8.6 Prior approval from the relevant controlling authority, in addition to that of the venue must be obtained for such purposes.

9.9.7 Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities.

9.9.8 Any damages caused will be the responsibility of the appointed contractor and/or exhibitor concerned with the repair cost to be charged accordingly.

9.9.9 Ensure that any product or display such as roofing, awning, ceiling, lighting or heavy/large bulk items (not exhaustive) must be highlighted in the respective stand plan and submitted to the venue for the Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia) approval.

- 9.9.10 No products or displays will be permitted in the exhibition venue without the right approval / permits.
- 9.9.11 Ensure that all the relevant local government authority licenses and/or permits are obtained as well as stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, radio and/or satellite receiving and/or transmitting equipment.
- 9.9 Special Effects:
- 9.9.1 The Show Organizers or Official Contractors must obtain all required permits and licenses, ensure staff are trained in safety procedures in equipment use, and follow all safety guidelines when using special effects.
- 9.9.2 A Special Effects Form must be completed and submitted to MITEC for review and approval and must be submitted at least 7 days before the event.
- 9.9.3 Show Organizers must submit detailed plans and HIRAC and Special Effects form for special effects to MITEC Safety Department, including the type of effects, quantities, locations and safety measures.
- 9.9.4 For safety measures, only special effects methods and devices that meet safety standards are approved for indoor use. Fire safety equipment and extinguishers to keep nearby and establish a clear fire evacuation plan for all staff and attendees.
- 9.9.5 Pyrotechnics:
Only cold pyrotechnics are allowed; hot pyrotechnics are strictly prohibited and for device must be ensure within safe distances from the audience and that debris does not pose any risk.
- Contractor must follow the manufacturer's instructions for setup, ignition, and devices disposal and Safety Data Sheet with the Pyrotechnics & Special Effects Permit application to be submitted for safety review and approval.
- 9.9.6 Smoke Machines:
Smoke detectors will be temporarily turned off in the area of use, but it is advisable to avoid using smoke machines near sensitive fire detection systems Contractor also must ensure an adequate ventilation and monitoring to prevent smoke buildup,
- 9.9.7 Confetti and Streamers:
Use biodegradable or flame-resistant materials and clean up promptly after the event. Housekeeping charges may apply based on quantity and size ranging between RM300 - RM1500.
- 9.10 Vehicle Display
- 9.10.1 Fuel tanks must not exceed reserve, and petrol or diesel vehicles cannot be turned on during the show due to hazardous fumes. Any vehicle gimmicks must be battery-operated and kept at least 3m from guest seating.

- 9.10.2 Tires must be brushed clean before entering, and vehicles must be placed on suitable protective mats, plywood, metal plates, carpet, or plastic as advised by MITEC Safety Department to prevent floor or carpet damage. Vehicles must be positioned in designated areas, not obstructing fire equipment or escape routes, and handled under MITEC Safety supervision. Driving inside is not allowed except for EVs under strict safety control; pushing manually is preferred.
- 9.10.3 Batteries must be disconnected once parked (except for display movement by a competent person). Fire extinguishers must be provided if required. No pyrotechnics are allowed near vehicles. Barricades or stanchions must be placed around vehicles to protect visitors and prevent damage.
- 9.10.4 Vehicles must be dusted daily and displayed neatly. Vehicle specifications (measurements, weight, display location) must be submitted with MITEC Safety Department consent. Adequate protection must be provided for hall flooring, carpets, and facilities.
- 9.10.5 Vehicles in foyer/common areas must be manually pushed into position; no driving allowed except for EVs with supervision. Level 2 and 3 foyer displays must be placed against walls, with foyer plans submitted for approval. Vehicle displays are ****not allowed**** in Level 1A areas such as Novel and The Gallery.
- 9.10.6 Test drives are only permitted in the loading bay of each level.
- 9.10.7 Vehicle Display Indemnity Form must be submitted two (2) weeks prior to move-in day.

Please request the sample of Vehicle Indemnity form from MITEC Event Services Personnel or the Safety Department.

9.11 Animals:

- 9.11.1 Pets are permitted subject to type and risk assessment approved by Safety Department. Where any animals were to be displayed or to be shown, The Show Organizers and/or Exhibitors must submit a written application and HIRAC form to MITEC at least seven (7) days prior to the event to obtain written approval from MITEC.
- 9.11.2 The Show Organizers will take full responsibility for any and all loss, injuries or damages that may occur to persons, animals or the venue resulting from the decision to allow animals access MITEC overnight or otherwise.
- 9.11.3 Exhibitors are required to fill up and submit an Animal Indemnity Form to MITEC Health and Safety Department prior to move in date.
- 9.11.4 The Show Organizers will be charged for any sanitization required due to Syariah Compliance or Health Standards.

Please request the Animal Indemnity form from MITEC Event Services Personnel or the Safety Department.

9.12 Balloons:

Helium balloons used to decorate a booth must be pre-approved, tethered and must be securely fastened to the booth. Helium tanks are not allowed inside the venue.

Note: In the event that the balloons come undone and floats to the ceiling, charges will be applied to remove the balloons.

9.13 Drones:

9.13.1 The use of drones otherwise known as Remotely Piloted Aircraft (RPAs) or Unmanned Aerial Vehicle (UVAs) within populated event areas at MITEC are strictly controlled.

9.13.2 Drones may be flown as part of a display or demonstration where an area can be separated from populated areas with netting or other material.

9.13.3 Due to public safety matters, MITEC has a regulated policy and procedure on the use of indoor drones such as, purpose, height restrictions, single user time slots, safety nets, restricted air space, commercial drone liability insurance and more. Requests must be submitted along with HIRAC form for review and approval thirty (30) days prior to the event.

9.14 Product Stands – Cooking & Sampling:

The Show Organizers and/or Exhibitors intending to present demo or/and display equipment / exhibit products at their stand must comply to the following guideline and subject to submission of HIRAC form:

9.14.1 Any requirement for cooking at a stand must be communicated to MITEC with the submission of all the relevant details. Cooking will only be permitted where prior approval has been granted in writing by the venue.

9.14.2 Solid food portions should be no larger than “*bite size*” portions - 85g / 20mm x 20mm x 20mm on a toothpick.

9.14.3 Beverage tasting must be in “tasting cups” – not more than 50ml.

9.14.4 Product demonstrations and samplings must have written permission from MITEC.

9.14.5 There shall be no demonstrations for sampling outside of the contracted exhibition space. Should samplers interfere with the normal traffic of neighboring exhibition stands, MITEC will have no alternative but to request that the sampling be terminated.

9.14.6 The showcasing of food samples is required to produce relevant food / beverage licenses applicable as per Food Safety Health Legislation and/or Halal Certification.

9.14.7 Any exhibitions with the involvement of F&B activities; demonstration, live cooking, selling, sampling, tasting is required to submit details to MITEC for management approval.

- 9.14.8 Large plastic rubbish bins and a supply of plastic bags for associated waste must be provided.
- 9.14.9 Devices producing open flames are not allowed in exhibit areas. The use or storage of any flammable or combustible liquids, compressed gases cylinders, hazardous materials or chemicals as fuel are strictly prohibited.
- 9.14.10 A fire extinguisher and fire blanket must be displayed in each booth that features cooking.
- 9.14.11 Open flame, wood or coal burning equipment and bottled gas cylinders are prohibited in the premise.
- 9.14.12 Certain types of deep fat fryer are allowed to be use provided that it is equipped with protective shield and location of cooking is away from public reach. This requires review and approval from MITEC Safety Department.
- 9.15 In Hall Catering:
Glassware is not allowed to be brought out from the catering area. MITEC will hold The Show Organizers and/or Exhibitors responsible for any loss and will be charged accordingly.
- 9.16 Stand Builders / Sub-Contractors / Exhibitors:
- 9.16.1 The Organizer and/or Official Contractor shall be solely responsible for ensuring that all stand builders, subcontractors, and exhibitors engaged for the event are legally employed in accordance with the Employment Act 1955, all applicable Malaysian labor laws, and hold valid work permits, passes, or approvals issued by Jabatan Imigresen Malaysia and other relevant authorities
- MITEC reserves the right to conduct verification checks and to report any non-compliance to Jabatan Imigresen Malaysia, the Department of Occupational Safety and Health (DOSH), and/or other relevant authorities without prior notice and enforcement actions.
- 9.16.2 All personnel must be registered, accredited, and display valid event passes at all times. Accreditation is non-transferable and MITEC may deny entry, revoke passes, remove personnel, or report non-compliance to authorities. All Staff must wear contractor passes and appropriate PPE or safety vests during build-up and teardown; failure to comply will result in denied entry or removal until properly equipped.
- 9.16.3 Subcontractors (other than official contractors) must submit an indemnity form confirming they will follow MITEC rules, the Occupational Safety & Health Act, and other government regulations applicable from build-up to teardown days
- 9.16.4 Attendance at the safety briefing is **mandatory**. Contractors who do not attend will not be allowed into the halls.

9.17 Cleaning & Event Waste

MITEC provides chargeable general cleaning of the hired exhibition venue (i.e., aisles and walkways). This excludes cleaning of exhibitor stands, exhibits and displays.

Exhibitors are responsible for individual stand cleaning. Stand cleaning services may be hired through MITEC. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.

Toilet Attendants: Procuring additional cleaners for toilet facilities is compulsory for public and heavy traffic shows. This additional cost will be included on the cleaning quotation obtained from the MITEC Event Services Personnel.

9.18 Water & Drainage:

Water/drainage is only available in specific areas at MITEC. It is imperative that The Show Organizers and/or exhibitors discuss any plumbing requirements with the MITEC Event Services Personnel to establish whether the stand is located within close proximity to these outlets.

Water is provided using a 15mm, 22 mm or 28 mm male/female connection.

9.19 Compressed Air:

Compressed air is only available inside exhibition halls at MITEC. It is imperative that The Show Organizers and/or Exhibitors discuss any compressed air requirements with MITEC Event Services Personnel to establish whether the stand is located within close proximity to these outlets.

Compressed air is provided based on 80lit/min, 165lit/min, 265lit/min, 440lit/ min, 630lit/min, 840lit/min and 1200lit/min

Note: The Compressed Air type provided is Oil free and dry air at 7 Bar pressure

**MITEC HOLDS EXCLUSIVE PROVISION OF COMPRESSED AIR SERVICES.
EXTERNAL COMPRESSORS ARE PROHIBITED AT ALL TIMES.**

9.20 Working Area (demarcated outside):

Whilst we understand that the exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc., this is not permitted inside the exhibition hall. Specific areas are demarcated for this purpose as are wash basins for cleaning of paint brushes etc.

The Show Organizers and/or Exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any exhibitors or contractors found damaging the walls, carpets and/or any structure on the MITEC property will be charged with the replacement value of such items.

Escalators and guest lift are **NOT** allowed to be use by Contractors to carry any goods. If found of violation, penalty will be imposed.

9.21 Drapes, Curtains & Hangings:

- 9.21.1 Drapes, curtains, hangings and other decorations shall be fire resistant and comply under Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia)'s safety rules and regulation. Otherwise, they may be treated with a proprietary fire retardant. Curtains on exit routes should hang 75mm clear off the ground, be parted in the center and not conceal any exit signs.
- 9.21.2 Curtains, hangings, decorations and upholsteries shall be secured at a minimum of 75mm above floor level by a 75mm deep skirting, fixed taut and/or in tight pleats to a solid backing.
- 9.21.3 The Exhibitor/Contractor is required to submit to MITEC the test certificates for any drapes, curtains or hangings that they intend to use and HIRAC form (if requested). If any material does not meet the standard required, they shall be removed from the exhibition hall.
- 9.21.4 If curtains and drapes block vision to the existing "Exit" signs, The Show Organizer/s are responsible for providing illuminated temporary exit signs. These exit lights need to have battery backup to ensure it remains operational during a power outage.

9.22 Hazard Identification, Risk Assessment and Risk Control Submission

- 9.22.1 HIRARC (Hazard Identification, Risk Assessment, and Risk Control) documentation is mandatory for all build-up, teardown, and high-risk activities, including scaffolding, Layher structures, LED installations, rigging, suspended structures, hanging banners, exhibit animals, drones, helium balloons, and any activity with risk of injury, property damage, or death.
- 9.22.2 All HIRARC documents must be prepared by qualified personnel, submitted at least 30 days before the event, and comply with Malaysian laws, DOSH requirements, local by-laws, and recognized industry safety codes. All activities require prior written approval from the MITEC Safety Department, and no work may start, continue, or be modified without this approval.
- 9.22.3 MITEC may reject, suspend, or stop any unsafe or non-compliant work without liability. Unauthorized activities may result in stop-work orders, removal at the Organizer's/Contractor's cost, forfeiture of performance bonds, or other penalties. All risks, losses, damages, injuries, or fatalities are the Organizer's and/or Contractor's responsibility, and MITEC must be fully indemnified.
Please request the sample of HIRARC form from MITEC Event Services Personnel or the Safety Department.

10. FACILITIES

10.1 Air Conditioning in halls:

This is provided on show days only unless payment has been made for build-up / teardown in the contract.

- 10.2 Banking:
Automated Teller Machine (ATM) is available at Level 1 foyer (in front of Hall 1).
- 10.3 Floor Loading / Spreader Plates:
- 10.3.1 The maximum hall floor load:
- i) Level 1 – Hall 1: 1 ton per m², Hall 2, 3 & 4: 5 tons per m²
 - ii) Level 1A – 0.5 ton per m²
 - iii) Level 2 – Hall 5: 1 ton per m², Hall 6, 7 & 8: 2 tons per m²
 - iv) Level 3 – Ballroom :0.5 tons per m², Hall 9, 10 & 11: 1 ton per m²
- 10.3.2 Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading and/or for any demonstrating exhibit /product that causes severe vibrations or reverberations, in which case the floor loading is subsequently reduced by 30% or more.
- 10.3.3 The spreader plates must be arranged in advance by the exhibitor and advise the venue contact person who will obtain final approval from the MITEC Safety Department.
- 10.4 General:
All efforts to advertise, demonstrate and operate by the exhibitor must be conducted in a manner complying to the rights of other exhibitors. No exhibit will be permitted which interferes with the use of the other exhibits or impedes access to them or the free use of the aisles. The venue reserves the right to limit and/or restrict any operation which, for any reason, might be considered objectionable, without any liability for refund and/or damage.
- 10.5 Hall Lighting:
Hall lighting is provided in the venue at a level of 300 lux. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.
- 10.6 Operable Walls:
No banners, posters, signages, decals, or any display materials shall be affixed, attached to, hung from, or leaned against any venue walls, whether operable or permanent, under any circumstances. Any violation may result in immediate removal and the imposition of penalty charges and/or recovery of rectification costs, as determined by MITEC management.
- 10.7 Parking: (Level B1a & Level B1)
MITEC carpark system is an automated car park system. The carpark is managed by an external party.
Electronic Vehicle (EV) Parking and Charging
Three (3) EV Charging bays are available at Basement 1 Parking near the center escalators. Guests may use the bays by scanning the QR code at the machine and make payment via QR Code or bank cards.
- 10.8 Parking Out-side of Exhibition Centre:
Limited parking is available on the MITEC's parameter, additional parking may be arranged according to the show's size and/or other requirements.

10.9 Refreshments / Catering Services:

MITEC provides guests with varieties of food, beverages services and refreshments during show days, which are available at MITEC F&B Outlets and can be pre-ordered through the MITEC Service Order Portal for all events and exhibitions.

10.10 Smoking / Tobacco:

Please note that MITEC is a smoke-free venue. In accordance with Government legislation, no smoking is permitted within the venue. Designated areas have been allocated and these must be strictly adhered to. Failure to comply with these regulations could lead to possible prosecution.

Electronic cigarettes, e-cigars, and vape pens are subject to the same rules as cigarettes. A RM100 on-the-spot fine applies for use inside the building or within five (5) meters of any entry or exit door.

10.11 Storage:

The venue provides electronic locker storage facilities Level 1 South Entrance Lobby. No storage facilities will be permitted within the exhibition hall or behind the individual stands for safety reasons. Stands that require storage need to accommodate a storage area within their designated stand. (Lockable cupboards are advised for security purposes).

10.12 Paramedic Team and Medical Room:

Medical room with paramedic is situated at MITEC South Entrance, operated through an appointed medical clinic by the venue.

Operating hours as follow;
Monday – Friday: 1000-1800 hours.

The Organizer shall be solely responsible for arranging and bearing all costs related to any medical assistance required during the event. For events with an expected attendance of 1,000 pax and above, and/or events classified as high-risk, the engagement of a certified paramedic team is mandatory and shall be at The Show Organizer's own cost. MITEC shall not be held liable for any medical expenses, injuries, incidents, or claims arising from or related to the event.

High-risk events include, but are not limited to, concerts, live performances, sporting events, events involving pyrotechnics, heavy machinery, large crowd movement, temporary structures, or any activity deemed high-risk by MITEC Safety Department or relevant authorities.

11. FIRE REGULATIONS

11.1 Hessians, fabrics, thatches and straws are regarded as major fire hazards and The Show Organizers or exhibitors planning to use these as part of their display or requirement will be required to provide a current "*Fire Retardant Certificate*" indicating that the product has been treated with a fire retarding compound.

When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wirings, fittings and/or globes and should hang no lower than 5 cm above the carpeted floor.

Please note that it is the duty of MITEC Safety Department to ensure that the draping/materials are suitably treated and if not, to provide The Show Organizer and/or Official Contractor and/or exhibitor with details of an accredited fire-retardant contractor.

- 11.2 Electric signs and equipment must be wired to meet the specifications of local Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia)
- 11.3 Fire extinguishers on walls, floors or elsewhere may not be removed or obstructed in any manner.
- 11.4 The Show Organizer and/or Panel Contractor and/or Exhibitors having equipment utilizing flammable liquid / industrial gas which produces heat, smoke or open flames as an integral part of product demonstration, must submit the HIRAC form and to receive written approval of plans from MITEC and the Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia) Chief in writing.
- 11.5 Aisles must be kept clear at-all times and fire stations / fire extinguisher equipment are not to be hidden and/or obstructed in any way.
- 11.6 No storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the exhibition stand or venue walls / curtains.
- 11.7 All displays are subjected to inspection by the MITEC Safety Department or Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia). Any construction materials not found to be fireproof may be required to be dismantled.
- 11.8 Polystyrene products will be prohibited unless treated by a fire retardant with a certificate proof provided by the exhibitors. Only on receipt of the Certificate may the stand be structured.
- 11.9 All materials used in the exhibition must be of non-flammable nature and resistant in order to conform to local fire ordinances and in accordance with regulations established by the Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia). Fire regulations prohibit the use of crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible flammable material. Random testing may be performed at any time by BOMBA or the MITEC's Management.
- 11.10 The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venue unless a detailed application has been made to MITEC Safety Department and Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia). If approved, the Jabatan Bomba & Penyelamat Malaysia (Fire & Rescue Department of Malaysia) conditions must be complied with. If this application is not made, gas cylinders and naked flame demonstrations will not be permitted.

- 11.11 Safety video will be provided by MITEC Safety Department & is **mandatory** to be played before the start of any event

12. LIABILITIES / INSURANCE / LOSS OF PROPERTY

- 12.1 All Show Organizers, Contractors, Exhibitors and persons using the venue must arrange, at their own cost, “all risks” insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile.
- 12.2 The Show Organizers and/or Exhibitors shall ensure that they are fully covered by insurance and take out “public liability” and “comprehensive” protection.
- 12.3 The period of liability of The Show Organizers and/or Exhibitors shall be deemed to run from the time any of their agents or contractors first enter the exhibition site and to continue until all exhibits and properties have been removed.
- 12.4 Exhibitors are required to ensure to either lock away or remove all valuable items from their stand when unattended. MITEC does not take responsibility for any goods left unattended on stands or within the center.
- 12.5 MITEC will not be responsible for the safety of articles of any kind brought into the hired venue by The Show Organizers and/or Exhibitors, their agents, contractors, visitors and/or any other person/s whatsoever.
- 12.6 The Show Organizers and/or Exhibitors shall insure, indemnify and not hold the venue liable in respect of all costs, claim demands and expenses to which MITEC may in any way be subjected as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the Exhibitor, his agents, Contractors or guests.
- 12.7 The Exhibitors shall be responsible for making good any loss or damage to any items which they have rented or hired from the Official Contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the Official Contractors.
- 12.8 MITEC requires, under standard terms and conditions of contract, that the exhibitor indemnifies MITEC from all claims resulting from accident, damage and/or injury occurring in the venue, as well as loss of property.
- 12.9 Exhibitors may order security personnel for their booth from the venue in-house security service provider at a fee – kindly refer to the relevant exhibition order form that can be obtained from MITEC Exhibitor Order Portal.
- 12.10 Lost & found for general items in the premise must be reported to security department or MITEC information counter.

13. LOADING BAYS / OFF LOADING / LOADING PROCEDURES

13.1. To facilitate smooth set up and teardown of exhibitions held at the venue, access to loading bay is operated as follows:

13.1.1 Goods to be exhibited must be delivered to the Main Delivery Gate at West Gate and from there to the relevant loading dock.

13.1.2 Contractors / Suppliers / Vendors / Exhibitors may be accommodated in a holding area, to allow for effective traffic management to take place.

13.1.3 Panel Contractors must ensure that all non-official contractors and exhibitors have a copy of the vehicle entry permit (VEP) designated for the event.

Please request template of VEP from MITEC Event Services Personnel or the Safety Department.

13.2. Loading Bay Roller Shutter Dimensions:

| | Height | Width |
|--------------------------|------------|----------|
| MITEC Loading Bay 1 | 4.6 meters | 8 meters |
| MITEC Loading Bay 2 - 4 | 4.6 meters | 8 meters |
| MITEC Loading Bay 5 | 4.6 meters | 8 meters |
| MITEC Loading Bay 6 - 8 | 4.6 meters | 8 meters |
| MITEC Loading Bay 9 - 11 | 4.6 meters | 8 meters |

13.3 MITEC will not take accountability or responsibility for goods that arrive early or which are left after the official teardown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the Exhibitor/s or The Show Organizer concerned.

13.4 No vehicles are allowed to park at the loading bay overnight or during show day without prior approval from MITEC Security Department.

13.5 Vehicles are allowed to park for 30 minutes in front of loading dock for unloading and loading. Vehicles must turn off the engine during unloading and loading.

13.6 Contractors specifically appointed to provide logistics operations and involved in delivering materials to the site must ensure that vehicles and mechanical handling equipment such as forklift trucks may only access, operate and maneuver in areas designated by the venue for this purpose.

These contractors must pay particular attention to the restrictions and directions put in place and provided by the venue to ensure that vehicles and pedestrians are segregated. All must wear appropriate high visibility clothing.

13.7 MITEC allows lorries and trailers of maximum size up to 40ft only.

13.8 Loading into the Ballroom can only take place from Loading Bay 9 and loading into Novel, The Gallery and other Meeting Rooms to go via Hall 1 cargo lift to Level 1A.

- 13.9 The loading bay must be completely cleaned and cleared of all materials, debris, packaging and waste. Contractors are held responsible should there be any of the above found after the clearance, a cleaning fee will be imposed and will be deducted from the performance bond / security deposit.
- 13.10 No Equipment or pallets to be left at the loading bay, and unauthorized items found will be disposed without further discretion.

14. PAYMENT PROCEDURE AND CREDIT / DEBIT CARD AUTHORISATION

- 14.1 MITEC only offer credit and debit card facilities onsite. Payment for all services must be received upon confirmation of order. Credit / Debit card charges between 0.4%-2.5%
- 14.2 Banking details are listed on the above-mentioned form for payments made via Electronics Fund Transfer (EFT). The Show Organizers and/or Exhibitors are to ensure a copy of the payment slip is sent to MITEC Event Services Personnel as proof of payment.
- 14.3 The Show Organizers and/or Exhibitors must state or refer to the Event ID and Company Name that are written on the invoice, payment slip/ EFT for ease of reference and payment allocation.

15. REMOVAL OF WASTE / SKIPS

- 15.1 The Show Organizers and/or Panel Contractors are responsible for waste removal required for exhibitions or events, however should an excess of debris be expected during the construction or teardown of stand, The Show Organizers would be required to hire a skip for removal of such. (i.e., crates, pallets, cartons, packing or literature left behind after teardown.)
- 15.2 During the build-up and teardown days of the exhibition, the aisles of MITEC must be accessible for emergency evacuation. Contractors building "space only" or custom build stands or interior designs are responsible for removing their own building waste and off-cuts from the site at the end of each day.
- 15.3 Skips will be provided by MITEC and is chargeable at RM450++ (RM508.50nett) per skip and client will be informed with each replenishment.

16 SECURITY / ASSUMPTION OF RISK

- 16.1 As part of the general venue security, MITEC provides perimeter security only. It is recommended that additional steps be taken to limit the chances of a loss by appointing additional security personnel at your stand.
- 16.2 Security personnel will remain on duty until released and The Show Organizers, Contractors or Exhibitors are responsible for the additional charges incurred.
- 16.3 A minimum shift of 8 hours per security officer is charged. Billing does not allow for part or divisions of an hour.

- 16.4 The Show Organizer shall be required to engage certified traffic marshals for all high-traffic and/or ticketed events, as determined by the Venue Management. All fees, charges, and related costs shall be fully borne by The Show Organizer.
- 16.5 Payment in full must be rendered before the service is provided.
- 16.6 Inspection of goods / materials - all Audio Visual & ICT equipment, fittings and materials brought into the venue are subjected to inspection by the accredited venue Security.
Note: It is compulsory to complete and return the security check / inventory form. This form can be obtained from The Show Organizers and/or Official Contractors.
- 16.7 Never leave valuables on the exhibition stand e.g., purses, briefcases, wallets, cameras, etc., these must be carefully safeguarded – cell phones and laptop computers particularly.
- 16.8 In the unfortunate instance that you suffer any loss, please report it to MITEC Security Department immediately. A report will be recorded and a copy will be made available to you for insurance purposes.
- 16.9 Request for review or information for CCTV recording / footage is only released with a police report and must be treated with strict confidentiality.
- 16.10 MITEC Security Department have the right to inspect and conduct further investigation to any suspicious activities or individuals during the show tenancy and take action accordingly.
- 16.11 **Assumption of Risk:**
The Show Organizers and/or exhibitors must acknowledge that the layout of the exhibit area and the large numbers of people present in the exhibition halls make it impossible for adequate security to be provided to protect The Show Organizers and/or exhibitor's merchandise and other properties.

Accordingly, The Show Organizers and/or exhibitors will assume all risks of loss for their merchandises, fixtures, displays and any other properties of the show located in the exhibition area, storage or any other area, where access has been provided to by the venue, where such loss results from theft, vandalism and/or any other damage caused by any agents, employees of the venue or any other person either authorized or not authorized to be present at the exhibition hall.

Furthermore, The Show Organizers and/or exhibitors acknowledges that security personnel that are provided by MITEC merely as a service and that the venue has made no representation regarding the adequacy of such security measures. MITEC recommends that all exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

16.12 **Restriction on Entry of Minors**

Children and minors below the age of eighteen (18) years are strictly prohibited from entering the exhibition halls during move-in, set-up, and dismantling periods. During official show days, entry of children and minors below the age of eighteen (18) years shall be permitted only at the sole discretion of The Show Organizers. Any such entry

shall be under the full responsibility, care, and supervision of the parent(s) or legal guardian(s) of the minor. The Show Organizers and the venue shall not be held liable for any loss, damage, injury, or death arising from or in connection with the presence of such minors within the exhibition halls.

The parent(s) or legal guardian(s) shall indemnify and keep indemnified The Show Organizers and the venue against all claims, demands, actions and liabilities arising from the entry or presence of the minor.

17 INFORMATION COMMUNICATION TECHNOLOGY (ICT)

17.1 Temporary Telephone /Internet / IT:

The Show Organizers and/or exhibitors who wish to hire temporary services as above for their stand or other area should follow the following guideline;

17.1.1 Refundable deposits and connections for services that are provided by MITEC must be paid in full before installation.

17.1.2 Billing for the above lines will be deducted from the deposit and the balance refunded (where applicable).

17.1.3 Tax Invoices will be issued as soon as possible from the time of disconnection / departure. Please note that all outgoing calls / transmissions are chargeable on time-basis.

17.1.4 The above packages are inclusive of on-site support and arrangements can be made should The Show Organizers and/or exhibitors require call limits on the rented lines, i.e., once the stipulated limit is reached, all outgoing calls will be automatically barred whilst still allowing incoming calls.

17.1.5 For internet service, the package is only covering the internet service for SSID or LAN internet bandwidth. **Other installation** to laptop, printer or any devices, IT consultation and services is subject to IT service charges which is not include in the package.

17.1.6 Should any of the internet Lan cable need to be relocated or WIFI SSID bandwidth to be changed after initial installation, a 100% surcharge will be applicable onsite.

17.1.7 For any fixed line ISDN internet connections in any halls, a minimum four (4) weeks advance notice to sales person is required for getting internal infrastructure approval, and this must be arranged directly through the telecommunications service provider with a chargeable fee for installation and safety monitoring.

17.2 Wireless:

Only wireless enabled devices will be able to communicate with the venue wireless internet.

Although MITEC provides complimentary wireless internet at 8 mbps (shared basis), the signal cannot be guaranteed. The Show Organizers and/or exhibitors may order individual connection with greater bandwidth from MITEC Exhibitor Order Portal.

18. HALL TAKEOVER / HANDOVER, SPACE REINSTATEMENT, DISMANTLING & CLEARANCE

- 18.1 **Hall Takeover / Handover:**
The Show Organizer and/or Official Contractor and the Exhibition Floor Team shall be required to jointly sign and acknowledge the Hall Handover/Takeover Form as a mandatory procedure to confirm the condition including any defects, damages, and electrical usage.
- 18.2 **Reinstatement Obligation**
After dismantling, the Organizer/ Official Contractor must restore the space to its original condition at their own cost, removing all temporary structures, stand materials, fixtures, decorations, packaging, and waste.
- 18.3 **Cleaning, Waste Removal & Cost Recovery**
The Organizer and/or Official Contractor shall be solely responsible for ensuring that the space is thoroughly cleaned and cleared of all debris. The Organizer/ Official Contractor is responsible for thorough cleaning and removal of all debris, stains, adhesives, grease, or residues. MITEC may clean or repair any issues and recover costs from the Organizer/Contractor, including from performance bonds.
- 18.4 **Damage, Repair & Indemnity**
The Organizer/ Official Contractor is fully liable for any damage to the venue caused by their staff, contractors, suppliers, or invitees. MITEC may repair or replace damaged items and recover all costs.
- 18.5 **Dismantling Deadline & Removal of Abandoned Items**
All stands, structures, and materials must be removed within MITEC's stipulated dismantling period. Items left behind will be deemed abandoned and may be removed or disposed of at the Organizer/ Official Contractor's cost.
- 18.6 **Compliance with Laws, Regulations & MITEC Rules**
The Show Organizer/ Official Contractor must follow all Malaysian laws, including OSHA 1994, fire safety regulations, directives from Jabatan Bomba, and all MITEC rules and procedures during build-up and dismantling.
- 18.7 **Responsibility for Organizers, Contractors & Personnel**
The Show Organizers are responsible for the actions and compliance of their employees, contractors, subcontractors, suppliers, and agents. Any breach by them is considered a breach by the Organizer/ Official Contractor.
- 18.8 **Final Inspection, Clearance & Performance Bond:**
MITEC will inspect the space before final clearance. Organizers/Contractors must return keys, access cards, passes, security codes, permits, and submit required documents. Failure to comply may result in partial or full forfeiture of the performance bond and additional cost recovery.
- 18.9 **Cumulative Rights:**
All rights and remedies of MITEC under this Clause are cumulative and shall be in addition to, and without prejudice to any other rights or remedies.

 Acknowledgement & Acceptance

We confirm that we have read, understood, and agreed to the above terms and conditions.
For and on behalf of The Show Organizer / Exhibitor / Contractor

Authorized Signatory Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date _____